

Customer Service Report for ASB



For the period: Thursday, November 01, 2007 12:00:00 AM to Friday, November 30, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Web Sponsor	1	0	0	0	0	1	0	0	0	0	0
ADB											
DELPRO	1	0	0	0	0	0	0	0	1	0	20
ASR											
Colocation-OFF	0	0	0	3	0	2	0	0	1	0	0
Colocation-ON	0	1	0	4	0	2	1	0	2	0	0
Other	0	0	0	5	0	1	0	0	4	0	0
Unix	0	0	0	14	0	0	0	0	14	0	0
CIT Categories											
General Info	0	0	0	1	0	1	0	0	0	0	0
Email											
MS Outlook	0	2	0	0	0	0	0	2	0	0	13
General Information											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
OS/390											
Batch/JCL	0	1	0	0	0	1	0	0	0	0	0
Other Software	1	1	0	0	0	1	0	0	1	0	0
Printer/VPS	0	0	0	13	0	0	0	0	13	0	0
Grand Total:	4	5	0	40	0	10	1	2	36	0	1

Total Tickets Closed:	38
Total Tickets Assigned/Pending/Checked Out:	11
Total Tickets Created:	49